

**CITY OF SUNNYVALE
SERVICE REVIEW PROCESS**

Department Summary

Department: Public Works

Program: Transportation Operations

No.	Service Name	Category Assignment (Staff)	Category Assignment (Council)	Council Comments
1.	Traffic Design, Studies and Analysis	Legally Mandated: City Ordinance Core External		
2.	Citizen and Internal Traffic Engineering Inquiries	Core External		
3.	Transportation Planning Services - Traffic Calming, Bicycle Planning/BPAC, General Plan Studies	Legally Mandated: Other Government Agency Expected/ Traditional		

No.	Service Name	Category Assignment (Staff)	Category Assignment (Council)	Council Comments
4.	Represent and Advocate with Intergovernmental Agencies	Legally Mandated: Other Government Agency Core External		
5.	Traffic Signal Operations and Maintenance	Legally Mandated: City Ordinance Core External		
6.	Electrical Power for Streetlight System	Optional		
7.	Streetlight System Repairs to Operating Components	Optional		
8.	Streetlight System Corrective Repairs	Optional		
9.	Streetlight System Graffiti Removal	Optional		
10.	Streetlight System Utility Location Services	Optional		

No.	Service Name	Category Assignment (Staff)	Category Assignment (Council)	Council Comments
11.	Maintain, Fabricate and Repair Streetlight Maintenance Equipment and Facilities	Optional		
12.	Streetlight Program Administration	Core Internal		
13.	Streetlight System - Training Streetlight Crews	Core Internal		
14.	Streetlight System - Planning	Optional		

Program: Pavement Operations

No.	Service Name	Category Assignment (Staff)	Category Assignment (Council)	Council Comments
15.	Major Corrective Repairs on City Street Pavements	Core External		
16.	Pavement Management System Administration	Core External		

No.	Service Name	Category Assignment (Staff)	Category Assignment (Council)	Council Comments
17.	Minor Pavement Corrective Repairs	Core External		
18.	Pavement Preventive Maintenance	Core External		
19.	Traffic Signs	Legally Mandated: Other Government Agency Core External		
20.	Traffic Markings on City Streets	Legally Mandated: Other Government Agency Core External		
21.	Maintain Traffic Markings On City Parking Lots	Core External		
22.	Maintain and Repair Traffic Marking Equipment and Facilities	Legally Mandated: Other Government Agency Core External		

No.	Service Name	Category Assignment (Staff)	Category Assignment (Council)	Council Comments
23.	Program Administration and Support Services	Core Internal		
24.	Safety and Other Training for Staff	Core Internal		
25.	Review Plans and Conduct Field Inspections	Core External		
26.	Pick Up Leaves and Haul Sweepings	Optional		
27.	Remove Debris from Streets	Optional		
28.	Clean Walkways, Roadsides and Easements	Optional		
29.	Repair Walkways, Guardrails, Barricades, and Fences	Optional		
30.	Maintain Facilities and Equipment for Pavement Crews	Core Internal		
31.	Graffiti Removal on Streets	Optional		

No.	Service Name	Category Assignment (Staff)	Category Assignment (Council)	Council Comments
32.	Sweep Streets and Public Right-of-Ways	Legally Mandated: Other Government Agency Core External		

Program: Roadside and Median (Landscaping) Right-of-Way Services

No.	Service Name	Category Assignment (Staff)	Category Assignment (Council)	Council Comments
33.	Roadside Streetscape Route Inspections	Optional		
34.	Median Irrigation System Maintenance and Repair	Optional		
35.	Roadside and Median Tree Services	Optional		
36.	Roadside and Median Shrub Services	Optional		
37.	Roadside and Median Weed and Litter Control	Optional		

No.	Service Name	Category Assignment (Staff)	Category Assignment (Council)	Council Comments
38.	Provide Groundcover Maintenance on Medians and Right-of-Ways	Optional		
39.	Service Medians, Bikelanes, Islands and Sidewalks	Optional		
40.	Maintenance of Fire Station Landscaping	Optional		
41.	Safety and Other Training for Median Landscape Crews	Core Internal		
42.	Clerical Support for Roadside and Median Program	Core Internal		
43.	Program Management and Operational Support	Core Internal		
44.	Monitor Central Expressway Landscaping Contract	Legally Mandated: Other Government Agency Optional		

No.	Service Name	Category Assignment (Staff)	Category Assignment (Council)	Council Comments
45.	Multi-Modal Transit Station Contractual Maintenance	Legally Mandated: Other Government Agency Core External		

Program: Concrete Maintenance

No.	Service Name	Category Assignment (Staff)	Category Assignment (Council)	Council Comments
46.	Mitigation of Tripping Hazards on Sidewalks	Optional		
47.	Mitigation of Tree Root/Concrete Conflicts	Optional		
48.	Concrete Reconstruction	Optional		
49.	Investigate and Respond to Concrete Service Requests and Claims	Optional		
50.	Administrative Support for Program	Core Internal		
51.	Coordination of Concrete Maintenance Field Crews	Core Internal		
52.	Management of Concrete Maintenance Program	Core Internal		

No.	Service Name	Category Assignment (Staff)	Category Assignment (Council)	Council Comments
53.	Staff Training and Development	Core Internal		

Program: Street Tree Services

No.	Service Name	Category Assignment (Staff)	Category Assignment (Council)	Council Comments
54.	Street Tree Structural Pruning	Optional		
55.	Street Tree Inventory Management	Optional		
56.	Customer Requests, Quality Control, and Investigate Claims	Optional		
57.	Administrative Support and Program Coordination	Core Internal		
58.	Management Services for Street Tree Program	Core Internal		
59.	Staff Training	Core Internal		

Program: Public Parking Lot Maintenance (Downtown Parking District)

No.	Service Name	Category Assignment (Staff)	Category Assignment (Council)	Council Comments
60.	Operate and Maintain Downtown Parking Lots	Legally Mandated: Other Government Agency Core External		
61.	Maintain Downtown Parking Lot Lights	Legally Mandated: Other Government Agency Core External		
62.	Administration and Support Services	Legally Mandated: Other Government Agency Core Internal		

Program: Downtown Parking District Landscaping

No.	Service Name	Category Assignment (Staff)	Category Assignment (Council)	Council Comments
63.	Operations and Maintenance	Legally Mandated: Other Government Agency Core External		
64.	Program Administration Support and Coordination	Core Internal		
65.	Training for Landscape Crews	Core Internal		

Program: Public Works Administration

No.	Service Name	Category Assignment (Staff)	Category Assignment (Council)	Council Comments
66.	Provide Leadership to Public Works Department	Core Internal		
67.	Respond to Customer Inquiries and Provide Clerical Support	Core External Core Internal		

No.	Service Name	Category Assignment (Staff)	Category Assignment (Council)	Council Comments
68.	Property Management Services	Core Internal		

Program: Engineering Services

No.	Service Name	Category Assignment (Staff)	Category Assignment (Council)	Council Comments
69.	Multi-Year Planning for Capital Improvements	Core Internal		
70.	Manage Project Design and Bidding of Projects	Core Internal		
71.	Manage Construction of Projects	Core Internal		
72.	Land Development Encroachment Permits	Legally Mandated: City Ordinance Core External		
73.	Provide General Engineering and Long-Range Planning Services	Core External Core Internal		

No.	Service Name	Category Assignment (Staff)	Category Assignment (Council)	Council Comments
74.	Safety Training Related Activities	Core Internal		
75.	Administrative Support Services	Core Internal		
76.	Engineering Management	Core Internal		

Program: Water Supply and Distribution

No.	Service Name	Category Assignment (Staff)	Category Assignment (Council)	Council Comments
77.	Purchase of Wholesale Water	Core External		
78.	Administration of Water Resources Program	Core Internal		
79.	Water Conservation	Optional		
80.	Computerized Supervisory Control and Distribution System	Core Internal		

No.	Service Name	Category Assignment (Staff)	Category Assignment (Council)	Council Comments
81.	Production of Water from City Owned Facilities	Core External		
82.	Preventive Maintenance and Water Distribution Services	Legally Mandated: Other Government Agency Core External		
83.	Corrective Repairs to Water Distribution System	Core External		
84.	Expansion and Testing of Distribution System	Legally Mandated: Other Government Agency Core External		
85.	Inspections and Water Quality Testing	Legally Mandated: Other Government Agency Core External		
86.	Long Range Infrastructure Planning for Water System	Core Internal		

No.	Service Name	Category Assignment (Staff)	Category Assignment (Council)	Council Comments
87.	Support Intergovernment Agencies	Legally Mandated: Other Government Agency Core External		
88.	Water Program Support Services	Core Internal		
89.	Water System Inquiries and Requests for Service	Core External		
90.	Testing and Repair of Water Meters	Legally Mandated: Other Government Agency Core External		

Program: Solid Waste Management

No.	Service Name	Category Assignment (Staff)	Category Assignment (Council)	Council Comments
91.	Solid Waste Diversion	Core External		
92.	Collect Discarded Materials	Core External		
93.	Manage Collection Franchise	Core External		
94.	Household Hazardous Waste Events	Core External		
95.	Manage Closed Landfill	Legally Mandated: Other Government Agency Core Internal		
96.	Intergovernmental/Regulatory/Maintain Landfill Capacity	Expected Traditional		
97.	Sunnyvale Refuse Transfer and Disposal Expense	Core Internal		
98.	Program Administration	Core Internal		

No.	Service Name	Category Assignment (Staff)	Category Assignment (Council)	Council Comments
99.	Operate SMaRT Station	Legally Required by MOU with Mountain View and Palo Alto Core External		
100.	SMaRT Station Landfill Charges	Legally Required by MOU with Mountain View and Palo Alto Core External		
101.	SMaRT Station Revenue Distribution	Legally Required by MOU with Mountain View and Palo Alto Core External		

Program: Wastewater Management

No.	Service Name	Category Assignment (Staff)	Category Assignment (Council)	Council Comments
102.	Sanitary Sewer Collection System Maintenance and Repair	Legally Mandated: Other Government Agency Core External		
103.	Training For Field Crews	Core Internal		
104.	System Administration and Customer Service	Core Internal		
105.	Respond to After Hours Service Request	Core External		
106.	Sanitary Sewer Collection System in Rancho Rinconada	Legally Mandated: Other Government Agency City Charter Core External		

No.	Service Name	Category Assignment (Staff)	Category Assignment (Council)	Council Comments
107.	WPCP Process Wastewater	Legally Mandated: Other Government Agency City Charter Core External		
108.	Administration of Plant Operations	Core Internal		
109.	Central Plant Warehouse at WPCP	Core Internal		
110.	Water Pollution Control Maintenance	Legally Mandated: Other Government Agency City Charter Core External		
111.	Plant Operations Safety Training	Core Internal		
112.	Plant Maintenance Administration	Core Internal		

No.	Service Name	Category Assignment (Staff)	Category Assignment (Council)	Council Comments
113.	Safety Training for Plant Maintenance Crews	Core Internal		
114.	Laboratory Services for Wastewater and Drinking Water	Legally Mandated: Other Government Agency City Charter Core External		
115.	Safety Training for WPCP Laboratory Staff	Core Internal		
116.	Contract Laboratory Services for WPCP	Legally Mandated: Other Government Agency Core Internal		
117.	Coordination Support of WPCP Laboratory	Core Internal		
118.	Storm Water Collection System - Maintenance and Repair	Legally Mandated: Other Government Agency Core External		

No.	Service Name	Category Assignment (Staff)	Category Assignment (Council)	Council Comments
119.	Safety Training for Storm Water Crews	Core Internal		
120.	Management of Storm Water Collection System	Core Internal		
121.	Storm Water Collection System Support Services	Core Internal		
122.	Provide Recycled Water	Legally Mandated: Other Government Agency Core External		
123.	Biosolids Recycling	Legally Mandated: Other Government Agency Core External		
124.	Operate and Maintain Power Generation Facility	Legally Mandated: Contract Core External		

No.	Service Name	Category Assignment (Staff)	Category Assignment (Council)	Council Comments
125.	Management of Recycling and Reuse Program	Core Internal		
126.	Purchase Power for Power Generation	Legally Mandated: Other Government Agency Core Internal		
127.	Natural Gas Purchases for PGF	Legally Mandated: Other Government Agency Core Internal		
128.	WPCP Administration	Core Internal		
129.	WPCP Support Services	Core Internal		
130.	Environmental Outreach Programs at WPCP	Optional		
131.	Regulatory Program Coordination	Core Internal		

No.	Service Name	Category Assignment (Staff)	Category Assignment (Council)	Council Comments
132.	Training for Support Staff at WPCP	Core Internal		
133.	Permitting, Monitoring, and Inspection Services for Discharges to Sanitary and Storm Sewer	Legally Mandated: Other Government Agency City Charter Core External		
134.	Pretreatment Program Coordination	Core Internal		
135.	Manage Urban Runoff	Legally Mandated: Other Government Agency City Charter Core External		
136.	Commercial Pretreatment Services	Legally Mandated: Other Government Agency City Charter Core External		
137.	Support Service for Pretreatment Program	Core Internal		

No.	Service Name	Category Assignment (Staff)	Category Assignment (Council)	Council Comments
138.	Pretreatment - Safety Training	Core Internal		

Program: Fleet Services

139.	Fleet Equipment Preventive Maintenance	Core Internal		
140.	Fleet Equipment Corrective Repair	Core Internal		
141.	Fuel, Oil, and Lubricants for Fleet Equipment	Core Internal		
142.	Fleet Equipment Acquisition and Disposal	Core Internal		